



CARES Monthly VISN Communication Report SEPTEMBER 2003

The VISN-level CARES Communication Report for September 2003 is summarized on the attached spreadsheets. The first spreadsheet contains the "Stakeholder Outreach" summary; the second spreadsheet includes the unsolicited input or inquiries received from the stakeholders and others, and the third contains the substantive comments by VISNs.

In summary, there were 419,235 stakeholders, veterans, and members of the public briefed on the CARES process. This represents a decrease of 1,970,938 stakeholders and veterans briefed from the total briefed in August 2003. The decrease in stakeholders briefed may be attributed to the CARES Commission hearings, and the amount of VISN preparation required for these hearings. For September, all VISNs submitted CARES Stakeholder Outreach information. Most of the VISNs used communication modes consisting of briefings, websites, e-mails, media and mailings (e.g., brochures, newsletters). Of the 2,670 Veterans & Relatives contacts, 817 or nearly 31% were from VISN 20 mainly in the form of newsletters, briefings, town hall meetings and publications. Of the 73,855 Employee contacts, 14,535 or nearly 19.7 % were from VISN 3. Of the 5,098 volunteer contacts, 1,615 or 32% from VISN 3. Finally, of the 2,505 VSO contacts, 377 or 15% were from VISN 6— mostly in the form of briefings, and town meetings.

Overall, of the 419,235 total stakeholders and veteran's contacts 333,424 (other) or nearly 80% includes all outreach in the form of mail outs (e.g., e-mails, brochures, mass mailings and newsletters) and 81% of these were in VISN 18.

The September analysis showed that the outreach activities reported with the Affiliates, Unions, Local Organizations, and DoD showed a decrease from the previous month.

According to the Substantive comments concerns continue to be voiced in the majority of the VISNs focused on the overall CARES process (i.e., Congressional involvement, funding, accuracy of CARES data and impact), employee anxiety, mental stress on employees and veterans with regard to potential closures, and special populations. Most of the substantive comments continue come from (VISN, 2), Canandaigua, NY due to the recommendation to transfer current services to other VAMCs in the VISN. Other comments from (VISNs 4,6, 8, 20, 23) had comments related to the status of the CARES hearings, web site address CBOC's and realignment of facilities and services.



Additionally, of the 419,236 stakeholders contacts, 157 or 0.037% were face-to-face outreach contacts, and the contacts decreased from 333 in August to 157 in September.

Now that the CARES Commission public hearings have been scheduled and meetings have occurred the Networks and VISN level staff are reminded to **report any questions dealing with the Commission in the substantive comment section, and to refer the stakeholders to the CARES Commission Web site, <http://www/cares commission.va.gov>**

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October 17, 2003

Distribution: 00, 00A, 10, 10A, 10B, 10N
VHA/VACO Program Offices
VISN Directors, Communications Coordinators
VSO Representatives

ALL VISNs

September

2003

Outreach Audience

VISN	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total
0											0
1	9602	0	82	48	20	20	25	0	0	3	9800
2	2714	332	7	65	5	500	3	0	0	1094	4720
3	14535	183	39	316	15	1615	176	35	5	36	16955
4	107	38	3	53	0	35	2	0	0	0	238
5	1200	0	0	148	0	50	30	0	0	50	1478
6	9421	265	137	377	10	220	7	64	5	24	10530
7	919	22	1	71	7	7	9	56	1	2	1095
8	0	0	0	0	0	0	0	0	0	25000	25000
9	1120	0	0	0	0	0	0	0	0	0	1120
10	213	0	0	62	0	50	0	25	0	0	350
11	9040	100	36	204	10	1204	23	48	0	4	10669
12											0
15	2859	106	21	185	3	402	6	7	3	35221	38813
16	334	0	3	59	1	0	0	0	0	0	397
17	3100	0	13	60	0	0	2	0	0	0	3175
18	1137	215	18	41	1	7	3	0	11	271058	272491
19	0	0	0	0	0	30	0	0	0	1	31
20	11471	817	65	216	0	130	140	25	5	421	13290
21	4137	162	217	273	1	793	1	159	3	84	5830
22	1500	210	18	77	3	35	18	9	0	267	2137
23	446	220	10	250	7	0	22	2	0	159	1116
	73855	2670	670	2505	83	5098	467	430	33	333424	419235

CARES Stakeholder Outreach

ALL VISNs September/2003

Contacts															
VISN	Employee	Veteran/Rel	Senator	Representative	VSO	Affiliate	Volunteer	Union	Local Org	DoD	State Gov	Local Gov	Media	Other	Total
0															0
1	1			1	1									1	4
2	1	32			7		9	1	13					17	80
3			1	2					2				6		11
4	1	1			2				1				1	1	7
5															0
6	1			3	2			1					3		10
7	1				1	1		2			1		1		7
8														1	1
9															0
10															0
11															0
12															0
15															0
16			1												1
17															0
18		1												4	5
19			1	1											2
20		4			2								3	1	10
21	1	1		7									3		12
22					1										1
23		2						1					3		6
	6	41	3	14	16	1	9	5	16	0	1	0	20	25	157

Summary of Substantive Comments			
For: September/2003			
Facility	Who	What they said	Action taken / Impact on plan
Altoona, PA	Ron Conley, former national commander American Legion; Congressman Bill Shuster	Addressed approximately 80 attendees at American Legion rally held on medical center grounds. Rally was in opposition to draft National CARES Plan to close inpatient beds by 2012. Both Mr. Conley and Congressman Shuster voiced support for VAMC Altoona.	No action taken.
Asheville, NC	Wayne Paul - VSO for Yancey County	Requested information on CARES Process	Send CARES information and Market Map
Augusta, GA	Reporter was following up on a story about the opening of two Primary Care Team Clinics at the Uptown Division.	Reporter talked with the Chief of Staff regarding the Uptown Division's expansion of services to include two Primary Care Teams being located there and what impact that might have on the CARES Office recommendation to change the footprint at the Uptown Division. She also interviewed two veterans at the local American Legion Post who stated that both divisions were necessary to provide care to veterans in the area.	N/A
Bedford, MA	follow up to Commission hearing only.	see above	
Brooklyn, NY	Johnna Kountz, staffer for Vito Fossella	Asked if NY VA was not going to be studied for possible bed transfer to BK VAMC, would BK VAMC be vulnerable for study/closure	Provided accurate information on CARES process
Butler, PA	Ron Conley, Former Nat. Commander of the American Legion	Remarks dealt with concerns of the CARES Initiatives and the implementation process as it deals with closing Acute Care beds at the Butler VA Medical Center.	This was a Rally spearheaded by the American Legion to alert the general public and media as to the effects of the CARES process on the Medical Center.
Canandaigua, NY	FRANCIS M. BALIK	IN OUR INVOLMENT IN POLICING THE WORLD WE WILL INCURE LARGER NUMBERS OF INJURED SERVICE PERSONNEL. THIS WILL IN TURN REQUIRE MORE FACILITIES TO CARE FOR AND PORVIDE SERVICES FOR VETERANS.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL. CENTER.
Canandaigua, NY	DENNIS RICE	I'M NOT AT ALL CONVINCED THE QUALITY WILL IMPROVE BY MAKING THE ACCESS TO CARE MORE DIFFICULT TO OBTAIN AND MORE INCONVENIENT.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL.
Canandaigua, NY	MARTIN PORTER	YOU ARE TRYING TO DISMANTLE THE BEST VA FACILITY. THIS POSSIBILITY IS UNTHINKABLE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL.
Canandaigua, NY	ROBERT ALLEVATO	PLEASE DON'T CLOSE CANANDAIGUA HOSPITAL OUR VETERAN'S NEED TO BE CARED FOR.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL.
Canandaigua, NY	ROGER G. ZIMMERMAN	CARES IS SPEAKING OUT OF BOTH SIDES OF THEIR MOUTHS. ITS NOT ABOUT VETERANS ITS ABOUT POLITICIS AS USUAL - WHAT A CROCK THAT BUSH AND HIS CRONIES COMMENT ABOUT HOW IMPORTANT OUR VETERANS & FIGHTING MEN & WOMEN ARE WHO ARE THEY FOOLING? WE HAVE TODAY THE MOST INAPT ADMINISRATION OF MY LIFETIME. FOREIGN AID IS MORE IMPORTANT TO THEM THEN PROVIDING FOR TODAY'S & TOMMORROWS VETERANS, WITH THE ADMINISTRATION ATTITUDE WE AS A NATION WILL BE HARD PRESS TO MAINTAIN A VOLUNTEER FIGHTING FORCE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MICHEAL LUCCI	PLEASE DO NOT CLOSE VA CANANDAIGUA HOSPITAL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	ROBERT L. CASSELMAN		

Canandaigua, NY	ROY & KANDACE GRAU	THE CANANDAIGUA VA IS CRITICAL TO THE COMMUNITY IN MANY WAYS & SHOULD BE KEPT OPEN. THERE WILL BE LOTS OF NEW VETS WHO WILL NEED IT ESPECIALLY IF BUSH GETS BACK IN OFFICE!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	WARREN JORDANS	THE REDUCTION OF ANY SERVICES, FACILITIES OR PERSONNEL WILL NOT BENEFIT PAST, PRESENT OR FUTURE VETERANS.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JOHN AGNELLO		NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	EILEEN CLUTTER	WE NEED TO KEEP CANANDAIGUA VAMC OPEN FOR THE PATIENTS WHO ARE PSYCHIATRIC PATIENTS AND NEED THE SPECIALIZED CARE PROVIDED AT CANANDAIGUA.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	GARY GOULD		
Canandaigua, NY	NENA SIVERD	DO NOT CLOSE THE CANANDAIGUA VA.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	BARBARA COWEN	DO NOT CLOSE THE VAMC IN CANANDAIGUA.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	GREGORY BURLEY	CLOSING THE CANANDAIGUA VA DEPRIVES THE ENTIRE FINGER LAKES REGION OF NECESSARY CARE TO VETERANS. TOTALLY UNACCEPTABLE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	GAIL WYFFELS	MANY OF OUR ELDERLY VETERANS WILL NOT GET PROPER TREATMENT IF THEY HAVE TO TRAVEL FOR VETERANS FOR VETERANS WITHOUT TRANSPORTATION OR FINANCES. CLOSING THE VA CANANDAIGUA WOULD BE A BIG MISTAKE. MANY LIVES DEPEND ON THIS VA.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	LOIS YENDRUSIAK	ONLY COMMENT IS TO KEEP THE VA HOSPITAL IN CANANDAIGUA OPEN.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	GEORGIA L. EVANS		NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	GREIG PARKER	MOST OF BATHS INPATIENTS FROM OTHER AREAS OF N.Y. MOVE THEM TO CANANDAIGUA WHERE THERE IS A LARGE OUTPATIENT POPULATION & SERVE A GREATER METRO GROUP. CLOSE BATH PRIVATIZE NEEDED CARE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	MARY MASLINE	THAT THE CARES COMMISSION SHOULD RECONSIDER THEIR PLANS TO CLOSE CANANDAIGUA VA. IT IS A VITAL PART OF OUR CURRENT VETERANS THERE & THOSE OF THE FUTURE WITH PROBLEMS.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	ARK #33 F&AM	DON'T CLOSE THE CANANDAIGUA VA	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA DRAFT PLAN.
Canandaigua, NY	EDWARD MCLAUGHLIN	DO NOT CLOSE THE CANANDAIGUA VA MEDICAL CENTER.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	BARBARA MOTTOON	HOPE THE VA STAYS OPEN. SHOULD BE A LARGER BUILDING TO HOLD SEPT. 19 MEETING.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	JOSEPH A. FRICANO		NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	RICHARD C. PETERSON	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 56 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	AMERICAN LEGION POST 336 GENEVA NY	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 990 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.

Canandaigua, NY	LADIES AUXILIARY POST 366	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 524 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PALN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	SONS OF AMERICAN LEGION POST 336	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 338 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PALN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	ST. JOHN'S PARISH, CLYDE, N.Y.	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 12 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PALN TO CLOSE THE CANANDAIGUA MEDICAL CENTER.
Canandaigua, NY	AMERICAN LEGION POST #226	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 85 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	SENECA #113 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 60 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	FARMERVILLE-UNION #183 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 80 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	VALLEY OF CORNING, CONSISTORY	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 565 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	DISABLED AMERICAN VETERANS CHAPTER #4	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 62 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GENEVA ELECTRICAL SUPPLIES	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 12 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	CLYDE #341 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 21 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GAROGA-SINCERITY #200 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 137 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	POCAHONTAS #211 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 65 MEMBERS	POCAHONTAS #211 F&AM
Canandaigua, NY	CANANDAIGUA #294 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 98 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	RUSHVILLE #377 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 52 MEMBERS	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 56 MEMBERS

Canandaigua, NY	FAYETTE #539 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 37 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JUNIOR CATHOLIC DAUGHTERS	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 40 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	VANHOUTEN BROS. INC. ROOFING	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 40 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GENEVA # 965 F&AM	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 89 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	DAMASCUS SHRINE CENTER	WE THE UNDERSIGNED, UNEQUIVOCALLY DENOUNCE THE PROPOSED CLOSURE OF THE VA HOSPITAL AT CANANDAIGUA, N.Y. PETITION SIGNED BY 112 MEMBERS	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MASONIC WAR VETERANS OF THE STATE OF NEW YORK	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	ANDREW MENDES	ANY GOVERNMENT COMMISSION TO BENIFIT THE VETS IS JUST AN EXCUSE TO CLOSE THE SYSTEM THAT HELPS SUCH PEOPLE. CARES FANCY WORDS FOR CUTTING SERVICES!	NEGATIVE IMPACT ON CARES PLAN TO CLOSE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	SHIRLEY CARNEY	MANY OF MY OLDER FRIENDS RECEIVE MEDICAL CARE AT CANANDAIGUA VA. WHAT WOULD HAPPEN TO THOSE NOW HOUSED AT THE FACILITY? IF THIS IS PART OF A "VISION" THEY MUST BE BLIND.	NEGATIVE IMPACT ON CARES PLAN TO CLOSE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	SALVATORE CARPETTA	MORE AND MORE PATIENTS ENTER THE SYSTEM AS WE COMMITT OUR TROOPS AROUND THE GLOBE. IT'S INSANE THAT WE CUT DOWN SERVICES TO THOSE WHO WILLING SERVE.	NEGATIVE IMPACT ON THE CARES DRAFT PLAN REGARDING THE CLOSURE OF THE CANANDAIGUA VA HOSPITAL.
Canandaigua, NY	THOMAS J. LANEIE		
Canandaigua, NY	WALLY VAN DE BOGART		AGAINST THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	RAYMOND C. REDICK	GOVERNMENT WASTES MORE MONEY THAN ANY ONE KNOWS. DON'T TAKE THIS OUT ON OUR VETERANS. SAVE THE CANANDAIGUA VETS HOSPITAL FOR OUR FUTURE VETS. THEY WERE THERE WHEN THE COUNTRY CALLED THEM, NOW BE THERE FOR THEM.	AGAINST THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	BRIAN ANDERSON	MY FATHER IS RECEIVING EXCELLENT HEALTH CARE AT THE CANANDAIGUA VA. HE RECEIVES SERVICES THERE HE WOULD OTHERWISE BE UNABLE TO AFFORD. HONOR OUR VETERANS! KEEP THE CANANDAIGUA VA OPEN!	AGAINST THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MAYNARD PARRY		
Canandaigua, NY	RAE FLEISHER	MY SON WHO IS IN THE SERVICE, WE THINK IT IS AWFUL THAT THEY WANT TO CLOSE THE VETERANS HOSPITAL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA.
Canandaigua, NY	EVELYN VILINSKY	I HAVE A VERY GOOD FRIEND THAT HAS TO GO TO VETERANS HOSPITAL AND WITHOUT IT, HE WOULD BE LOST.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA.
Canandaigua, NY	LILLIAN SERKERT	SO MANY VETERANS NEED THIS SERVICE AND EASY FOR FAMILIES TO DRIVE THAT DISTANT.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA.

Canandaigua, NY	DORTHY SHERR	IT WOULD BE A TERRIBLE HARDSHIP IF CANANDAIGUA VA MEDICAL WAS CLOSED. THE VETERANS WOULD FIND IT DIFFICULT	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MILDRED VILINSKY	I THINK IT TERRIBLE WHAT THERE DOING TO THOSE PEOPLE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JEAN DIETCH	SO MANY VETERANS NEED THIS SERVICE AND EASY FOR FAMILIES TP DRIVE THAT DISTANCE.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GERTRUDE KASH	IT IS VERY IMPORTANT TO KEEP THIS HOSPITAL OPEN ON BEHALF OF THE HEALTH AND GOOD DISTANCE FOR THE VETERANS.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	FLORENCE E. SLAKTER	WE NEED THE CANANDAIGUA HOSPITAL FOR OUR VETS FOR ALL THEY DID. IT IS THE NEAREST HOSPITAL FOR THEIR RELETIVES TO VISIT.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GLORIA KAPLIN	ROCHESTER HAS MANY VETERANS WHO NEED AND IN THE FUTURE MANY MORE WILL NEED THE SERVICES. BATH AND BATAVIA IS TO FAR TO TRAVEL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JUDY SCHULMAN	WE WANT TO CONTINUE SERVING CANANDAIGUA VETS NEED US!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	BEA BEARAN	CANANDAIGUA IS THE CLOSEST HOSPITAL TO ROCHESTER AND HAS SERVED THE VETS AND THEIR FAMILY FOR 70 YEARS AND HAS ALWAYS DONE AN OUTSTANDING JOB!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MIRIAM B. STEIN	THE VETS NEEDS THE FACILITIES. THE VET ORGANIZATION IN ROCHESTER AND BUFFALO DO NOT PROVIDE ENOUGH CARE. WE NEED THE CANANDAIGUA HOSPITAL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	MOLLY PALOKOLF	THE VETERANS FAMILY NEEDS A HOSPITAL NEAR TO ROCHESTER NEW YORK. CANANDAIGUA IS IDEAL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	SAMUEL ISHLER		NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	STANLEY BUCZKOWSKI		NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	VICKI WILLIAMS	DO NOT CLOSE HOSPITALS WITHOUT REALLY EXPLORING THE FACTS AND PICK SEVERAL REPUTABLE SOURCES TO GATHER FACTS. ONE DIRECTORS STATEMENTS SHOULD NOT BE TAKEN AS FACT.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JERRY BRIXNER	I AM COMPLETELY OPPOSAED TO THE CLOSING OF THE CANANDAIGUA VETERANS HOSPITAL. I FEEL IT TO BE A MEAN SPIRID ATTEMPT TO ALLIANATE VETERAN IN GENERAL.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JOSEPH VOGEL	THE NATIONS VETS SHOULD BE GIVEN A BETTER BREAK THAN THEY ARE!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	JIM DIETRICH	WE WERE PROMISED MEDICAL CARE WHEN WE ENLISTED AND WE WILLHAVE A NEW GROUP OF VETERANS JUST LIKE THE VIETNAM VETS WHEN THE IRAQ AND AFGAN VETS COME HOME.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	LORETTA MANNING		
Canandaigua, NY	WALTER J. MILLER	THERE IS A GREAT DEAL OF MISINFORMATION AND UNNECESSARY CONFUSION REGARDING CANANDAIGUA VAMC. I FEEL THAT CARES IS RESPONSIBLE FOR NOT MAKING THE DECISION MORE CLEAR.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	DIANA D. VAN DER VELDEN	LET'S SHOW OUR VETERANS THE REAL MEANING OF CARES!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.

Canandaigua, NY	RAYMOND W. ZINK	THE VA SHOULD MAKE THEIR SERVICES AVAILABLE TO ALL VETERANS WITHIN A REASONABLE DISTANCE. BY CLOSING CANANDAIGUA VA HOSPITAL YOU STRANDING THOUSANDS OF VETS'S HERE IN UPSTATE N.Y.	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Canandaigua, NY	GERALD A. RAFFARD	I AM A WWII VET AND CALLED BACK IN THE KOREA CALL UP. AFTER WWII WE WERE PROMISED MEDICAL CARE FOR LIFE - NO CHANGE! WHAT HAPPEN TO THE PROMISE?? AMERICANS SHOULD COME FIRST!! I'M ALSO A SURVIVOR OD THE USS NOUSET THAT WAS BOMBED AND SUNK IN ITALY IN 1943. MANY SHIPMATES LOST, MANLY BADLY WOUNDED. AMERICAN FIRST!!	NEGATIVE IMPACT ON THE DRAFT PLAN TO CLOSE THE CANANDAIGUA VA MEDICAL CENTER.
Central Arkansas HCS	Rod Sweetman, Office of Senator Blanche Lincoln, Veterans Issues	Wanted information on CBOCs proposed by CAVHS in the Draft National CARES Plan vs. other locations not included in the plan	Provided CAVHS-proposed CBOC sites included in the National Draft CARES Plan; clarified that none of these sites are listed as first priorities in the plan; verified continued veteran/community interest in a CBOC in Monticello, AR, although data does not support it as a CBOC location and thus, it is not recommended.
Clarksburg, WV	Maria Kolar, Ph.D	Inquired about the status of a possible CBOC in Morgantown, West Virginia	Advised Dr. Kolar that CBOC in Morgantown, West Virginia was not a high priority in classification.
Columbia, SC	Lee Caulder, Acting Director	Positive comments about CARES and his involvement in the process.	Reinforcement of market plan.
Columbia, SC	Jim Hawk, Adjutant	Spoke positively at the VARES Hearing about local involvement in the CARES Process.	Support of market plan and realignment of resources to SC.
Columbia, SC	Dean, USC School of Medicine	Attended CARES Hearing and spoke very highly about the strong working relationship between Dorn VAMC and USC SOM. Spoke positively about his involvement in the CARES process and in favor of realigning the resources to increas the budget for SC.	Supportive of the Market Plan.
Columbia, SC	Ms. Staley is the President of the local AFGE, David Mollett is the Regional Representative of AFGE and Mr. Mitchell is a local Union Steward who has served on the local CARES Committee.	These three individuals attended the CARES hearing and stressed the need for increased staffing and resources for Dorn VAMC. They acknowledged that Mr. Mitchell was the Union Rep on the local CARES team however, the advised that he had rarely been released to attend the monthly meetings. This was the first concern that was raised about his not being released for the CARES Meetings.	Supportive of the market plan.
Columbia, SC	Kate Smith, President NAGE R5-136 in CHarleston, SC.	Called to express concern that she was not invited to CARES meetings in Columbia. Referred Ms. Smith to the VISN Labor Relations contact for f/u.	None.
Dublin, GA	Employee	Seeking general information about CARES Hearing	Information provided.
Durham, NC	Jacqueline Parrish, President of AFGE Local 2345.	Ms. Parrish provided a draft of her planned testimony before the CARES Commission. The draft included several negative comments about the draft National CARES Plan, particularly in relation to long term care, concerns about closures of facilities, "privatization of services" and potential job losses for VA employees.	Met with her and discussed actual content of draft National CARES Plan and provided excerpts. Discussed VISN 6 CARES plan and provided a summary of key initiatives within the local plan, stressing that no closures or consolidations were planned in VISN 6.
Erie, PA	Rob Macko, WJET TV, ABC Affiliate	What's the impact on area veterans if you cannot have inpatient surgery	Information provided, story ran 8/6/03 and 8/7/03
Grand Junction, CO	David Ludlum, Staff Assistant in Cong. Scott McInnis' office.	Concerned about impact of CAH conversion and how the CARES plan was derived.	Explained the basics of the CARES planning process and described the CAH impact as stated in the draft CARES National Plan.
New York, NY	Congresswoman Carolyn Maloney (HR14)	Concerned about CARES study resulting in NY closure.	Provided/will provide additional information concerning CARES process and recommendation to study feasibility of transferring beds to BK facility.

Northern California HCS	Staff physician	Concern that market area boundaries used under CARES are not the most efficient and could lead to decrease in access to care.	Provided response to clarify rationale for establishing CARES market boundaries.
Palo Alto HCS	Rhonda Gruska, Congressional Assistant for Congresswoman Tauscher	Phoned to set up a meeting to tour the dining area at the Livermore Division to host a town hall meeting	established a date
Palo Alto HCS	Rhonda Gruska, Congressional Assistant for Congresswoman Tauscher	requesting to use the Livermore Division as a site for Congresswoman Tauscher's town hall meeting	Told her that we will work with them to accomodate their request
Palo Alto HCS	Tom Anderson	Inquiring on how the draft national CARES plan will impact veterans in the East Bay	Explained the plan to relocate some specialty services to a East Bay Clinic
Palo Alto HCS	Dana Gray, Legislative Assistant, Congresswoman Tauscher	Following up on the proposed briefing and town hall	provided him with the dates and times
Palo Alto HCS	Rhonda Gruska, Congressional Assistant for Congresswoman Tauscher	Called to cancel the CARES briefing	Asked for another time
Palo Alto HCS	Dana Gray, Congressional Assistant, Congresswoman Tauscher	Enquiring on the realignment of Livermore	Explained the draft VA National CARES Plan and its impact on Livermore
Palo Alto HCS	Craig Lyone	Interview on the realignment of Livermore	Explained the draft VA National CARES Plan and its impact on Livermore, the Central Valley and East Bay
Palo Alto HCS	Bonita Brewer	Inquiring on enhance use at Livermore and wuld VA need the cities approval	Explained the enhance use process and acknowleged the VA would work with the local government an any enhance use option. Explained that if this was to occur it would be 5 - 7 years away.
Palo Alto HCS	Juanita Fox	Will this really happen to Livermore	Explained the draft VA national CARES Plan and how it would improve access to veterans
Sierra Nevada HCS	Staffer in Congressman Gibbons Office	Seeking info on process and local PIs	Information Provided
Sierra Nevada HCS	Congressman's staff	Requesting local PI information -- supportive of local efforts	Sent requested information
Southern Arizona HCS	N/A	Informational Only	None
Southern Arizona HCS	N/A	Neutral Informational Only	None
Southern Arizona HCS	N/A	Informational Only	None
Southern Arizona HCS	N/A	Informational Only	None
VA Black Hills HCS	Pat Russell, Hot Springs AFGE President	Letter to the Editor in the Hot Springs Star warning that the critical access small facility planning initiative proposal was the first step in permanently closing Hot Springs. Further criticized critical access.	AFGE President is on the South Dakota CAMP Team. PAO met with Star editor and will do a clarifying follow-up story.
VISN 20 Office	Throughout the month, VISN office and facilities have received numerous comments and questions from stakeholder groups via telephone, e-mail, in person, etc.	Most of these numerous comments and inquiries involved concerns about potential loss of services or other problems that might be posed by realignments of VISN 20 facilities.	

VISN 23 Office	Todd Poppa	I read an article in the Bedford Iowa newspaper that said the VA was considering opening an outpatient clinic in Shenandoah Iowa. It said that this would be a great advantage to some 17,000 veterans in this area because it would be much closer for us than Omaha or in my case Des Moines as well. I think that this is a terrific idea. It is very hard for me to make it to Omaha or Des Moines and Shenandoah would be much easier for me. Can you tell me whether or not this is going to come about for sure ? I would very much appreciate a response. Thank you very much for your time and your help.	FU response by Network Office.
VISN 4 Office	Dean K. Wetzler, Director of Veterans Affairs for Clinton county, PA.	Concerned that closing acute beds at Altoona, could cause veterans in his area to have to travel 175 to 225 miles to receive inpatient services. Asked commission to take this into consideration.	Forwarded on to CARES commission, responded to veteran.
VISN 4 Office	State Commander of PA American Legion	Expressed concerns about National Draft CARES Plan recommendation to close Highland Drive Campus of VA Pittsburgh Healthcare System and recommendation to reduce acute care capabilities at Altoona, Butler, and Erie VAMCs	Responded to concerns. Suggested inquirer make his concerns known to CARES Commission.
VISN 6 Office	Staffer from Congressman Howard Coble's office	Cannot attend hearing; wants to make written comment	Gave her CARES Commission addresses.
VISN 6 Office	Jennifer Thompson from Rep. Robin Hayes' D.C. office	Wanted to know who would be testifying at the VISN 6 CARES hearing	Gave her CARES Commission contact for information
VISN 6 Office	Reporter from western North Carolina newspaper (Cherokee News)	Wanted a CARES update	Shared information about hearing scheduled for September 12
VISN 6 Office	Reporter from the Star News	Inquired about CBOCs in Brunswick County and Lumberton, NC- stated he understood they had been removed from the CARES Plan	Faxed him material on Draft National Plan and specifics on VISN 6 plan, plus how to contact CARES Commission for comments. Article published on 9/25.
VISN 6 Office	Rick Franklin, District Field Rep. for Rep. Randy Forbes	Wanted information about VISN 6 CARES hearing on Sept. 12	None; information only
VISN 6 Office	Employee at a VISN 6 medical center	Wanted to know if a CBOC is planned for Emporia, Va. Hope to go to work there.	Shared information about draft National Plan and proposed CBOC in Emporia.
VISN 8 Office	Congressman Ric Keller	Mr. Keller wrote an article for the Orlando Sentinel that covered the CARES process. The article talked mainly about the Orlando expansion.	Will allow veterans, vsos, and other stakeholders to be informed of the CARES process.
Walla Walla, WA	Bill Rautenstraucher- reporter	questions about veterans not being allowed to give testimony at hearings, what happens after 9/29...doing article in followup to comments from Senator Wyden	questions answered
Walla Walla, WA	call from representative of Hermiston Elks about CARES hearing	wanted info about the hearing scheduled on 9/29 at WW	Information shared, questions answered
Walla Walla, WA	daughter of veteran Tippet	told by someone they should switch care from WW to Spokane VAMC because we were closing	clarified what is happening with CARES
Walla Walla, WA	Veteran Deliso	questions about what meeting on 9/29 was about	explained what was scheduled is CARES hearing with members of CARES Commission
Walla Walla, WA	Jessica, reporter	questions about CARES hearing held at medical center 9/29	questions answered
Walla Walla, WA	Bill Rautenstraucher- reporter	wanted information about the CARES hearing held at medical center 9/29	questions answered
Walla Walla, WA	veteran Phillips & spouse	comments asking us to reconsider restructuring plan that will affect 13 facilities and close 7 hospitals	letter written explaining CARES and comments forwarded to CARES Commission
Walla Walla, WA	veteran Smith	recommends keeping facility open	Letter written to veteran and comments forwarded to CARES Commission

Walla Walla, WA	Commander Olsen, VFW	states members against any elimination or reduction of facilities that would reduce benefits to veterans	Letter written to Commander and comments forwarded to CARES Commission
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